

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Dothan, AL #703	\$10,804	\$18,583	72.0%
Bowling Green, KY #567	\$20,323	\$32,643	60.6%
Covington, LA #610	\$26,349	\$38,495	46.1%
Brookfield, WI #841	\$26,371	\$38,525	44.9%
Pembroke Pines, FL #433	\$41,456	\$60,087	42.6%
Murfreesboro, TN #664	\$37,028	\$52,815	40.5%
Nashville, TN #074	\$23,623	\$33,189	39.7%
Cupertino, CA #786	\$23,661	\$33,058	39.4%
Burbank, CA #109	\$30,579	\$42,617	38.3%
Sun Valley, CA #418	\$61,015	\$84,403	36.9%

District Sales Growth

District	Region	WTD%
Eric Montes	Northeast	8.3%
Joseph Risnear	Southeast	7.5%
Jon Fiorentine	Northeast	7.4%
Adam Shafran	Western	7.4%
Anthony Chapa	Southeast	7.3%
Brian Pitre	Southeast	7.0%
Todd Bell	Western	6.7%
James Hamblen	Southeast	5.9%
Louis Deignan	Western	5.1%
John Chudzinski	Western	5.0%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Potomac Mills, VA #071	5.3%	22.9%	17.6%
Newark, CA #321	18.2%	34.3%	16.1%
Greensboro, NC #637	8.0%	23.3%	15.3%
Manassas, VA #118	17.8%	32.1%	14.3%
Altoona, PA #449	12.2%	25.5%	13.3%
Alexandria, LA #048	9.1%	21.8%	12.7%
New Hartford, NY #646	18.2%	30.5%	12.3%
Diamond Bar, CA #409	18.4%	30.5%	12.1%
College Station, TX #577	11.9%	23.8%	11.8%
N. Garland, TX #584	18.3%	29.9%	11.6%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
Cool Springs, TN #365	\$36,044	\$52,170	44.7%
Saginaw, MI #336	\$20,127	\$27,504	36.6%
Aurora, CO #710	\$28,227	\$33,840	19.9%
Newark, CA #321	\$20,649	\$24,629	19.3%
Killeen, TX #732	\$28,601	\$33,591	17.4%
Lafayette, LA #715	\$31,997	\$37,344	16.7%
N. Little Rock, AR #304	\$20,917	\$24,304	16.2%
Detroit, MI #713	\$23,076	\$26,068	13.0%
Mishawaka, IN #931	\$19,692	\$22,111	12.3%
Buford, GA #616	\$30,323	\$33,974	12.0%



Congratulations to Team Miamisburg #555 as they celebrate their next Sapphire Pin earner, Jordan Ma! Jordan joined the Chuck E. family 1½ years ago and he enjoys every moment of hosting birthday parties. Jordan is big on always providing excellent service with a fun approach. Thank you Jordan for all you do, your Sapphire Pin is very much deserved!

~ Jordan did awesome. He was very helpful and made our party special. ~

~ The guest service from Jordan was amazing! He was friendly, attentive, and went above & beyond for us. ~

~ Jordan rocked the party thanks so much my kiddo had a great time. ~

Team Deptford #481 could not be more proud, as they get to celebrate their next Sapphire Pin earner, Katelyn Singh! Katelyn joined the Chuck E. family 1 year ago and has never thought twice about her decision. She is always communicating with parents, being thorough with everything she does, and makes sure the party parents understand what's going on at all times. Thank you Katelyn for all you do, your Sapphire Pin is very much deserved!

~ My daughter and her friends loved it. Kate who served us was very pleasant, professional, and amazing. ~

~ We had a very good experience. Our helper was Kate and she was so helpful and made our party perfect. ~

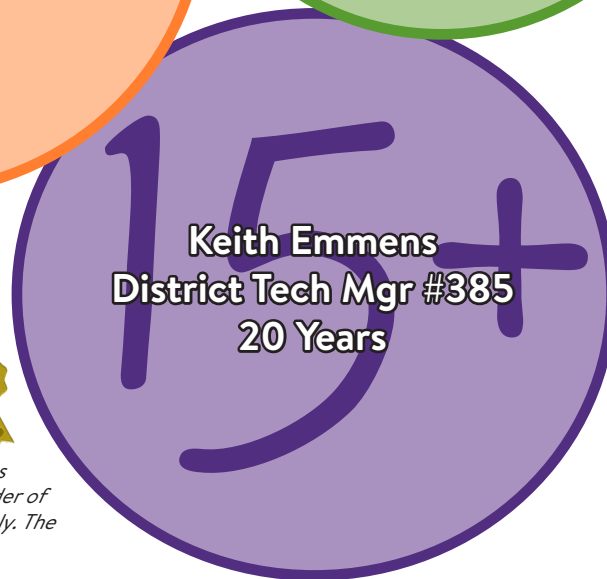
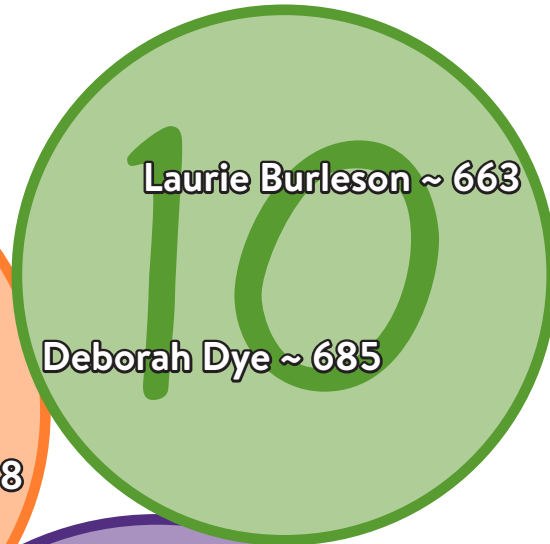
~ Kate our hostess was the best. Friendly, on top of her game, we lacked nothing. Thank you! ~



Week 40
October 18, 2019

MILESTONES-

- Reach and Achieve -



Chuck
America's favorite
loves pizza
video game
with his best
Make

Kristen Maurer

Team Selma, TX #583

Bill Pressel, AD

~ Everything was set up and ready to go. Kristen was flexible with our requests to change up the usual order of doing things, and she helped everything run smoothly. The kids had a great time! ~



Anthony Ortiz

Team Selma, TX #583

Bill Pressel, AD

~ Everything went smooth thanks to Anthony, best of all my daughter had a great time. ~



Ethan Lal

Team Valencia, CA #355

Steve Charlebois, AD

~ Amazing! Ethan was a super host. He was patient and kind. I would definitely frequent ChcuK E. Cheese if Ethan was our host again. ~



Reminder:

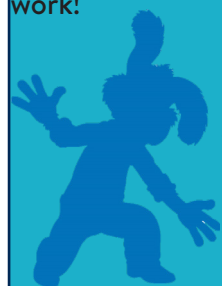
Continue to send in your Ruby Pin achievers to

learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

I just wanted to let you know that we love this location! The employees and the Managers are always so friendly and helpful, even when it's busy. The Manager that helped us today was named Alexis. She fixed games for us and made cotton candy. She was helping the other employees with anything that was asked of her and she did it with a smile. I didn't catch any of the employees names that we interacted with but everyone that we saw was awesome. Keep up the good work!



Southeast
Goldsboro, NC #386
RVP Bill Eich
DM Hashem Saadat
GM Todd Harriman
Manager Alexis

I just wanted to write in to say what a great birthday my son had with his friends at your Salinas, CA location today. Billy and Arneil were amazing. We had an 11am party scheduled. We finished morning errands early and arrived at 10:30 before opening. Billy let us in to let us get settled, despite them not being officially open. He was so kind to not make us wait outside the door. Arneil was very attentive as our host and Billy checked in from time to time to see how things were going. They were the right amount of present without being awkward or bothersome. The staff in the morning were very happy and energetic (more than I can say for most of us grown-ups). I wanted to take the extra time to make sure these employees get the recognition they deserve. We frequent this Chuck E. Cheese often and today they exceeded every expectation and almost all of my son's friends are definitely having their next birthday at Chuck E. Cheese. Please give these two employees the extra kudos they deserve for being exceptional and making my son's birthday the best day ever!



Western
Salinas, CA #318
RVP Jim Brawley
AD Adam Shafran
GM William Groves
Cast Member Arneil

I don't really expect great guest service at Chuck E. Cheese. I expect the kids will have fun and the experience will be mildly annoying but tolerable for adults. I was shocked at the really great service I received yesterday in Nanuet. I have been to 5 star restaurants and gotten worse service than at Chuck E. Cheese yesterday. Not only did the employees smile and make eye contact but they acted like they actually cared that we were having a great experience. We have been there many times before but this was unique. I felt like we were the only people there and we weren't. Brandon hustled around like a one-man-whirlwind fixing machines and delivering pizzas (with NO annoyed attitude!). David was just amazing, I felt as welcome as if we were his personal guests at home. When I dropped my stack of cups he got me new ones without my even asking, and would you believe, he tried to melt my broken birthday candle back together? Wow! That is really above & beyond! He made my daughter (the birthday girl) feel really special. The two women working the register were also exceptionally nice and un-annoyed with our many questions & requests. David told me you'll be opening a new store in Yonkers and I'm now excited to go back and I never thought I'd feel that way, thanks!



Northeast
Nanuet, NY #849
RVP Chris Kelly
DM Daniel De Los Santos
GM Jean Belleus
Manager David
Cast Member Brandon



THE MORE YOU KNOW...

Marketing

New Receipt Paper

New receipt paper is on it's way! We wanted to make sure everyone has the new paper in plenty of time before our go-live date, so drop shipments will start the week of October 21st.

Note This date has been moved up from the original date communicated last week!

If you have any further questions, please reach out to Purchasing, or your Regional L&D Manager.



Risk Management

Tip of the Week:

When lifting:

- Use your legs, bend at knees and keep back straight
- Do not be embarrassed, ask for help if things are heavy or awkward.



Facilities

Tip of the Week:

Knot Box:

Knot boxes are used to store a spare key for the fire department.

Fire Fighters will use this key instead of If you have a lock changed for any reason, always have an extra key made to place in the knot box.

Call your local department on their non-emergency line so they can send someone out to put in a new key.



Human Resources

I-9 Email Box

Great news!

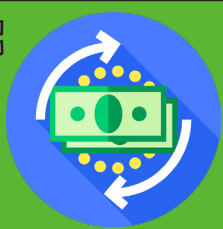
We now have a central email inbox for all I-9 questions and inquiries!

Starting immediately, please send all I-9 and Guardian website related questions/inquiries to: I9@cecentertainment.com

If you have any further questions regarding this process, please reach out to your Regional HR Representative.



Audit



TIP OF THE WEEK

Cash Paid Outs: All refunds should have adequate and complete documentation to support the transaction.



Marketing

Wi-fi Splash Page

A new splash page is coming your way for guests who would like to access Wi-Fi while visiting our restaurants!

This page will allow us to capture our guests email address and help with serving them better.

The rollout of this new page will happen gradually throughout the restaurants between the time period of 10/22-11/19.

For further details regarding this new splash page, please refer to the communication sent out by L&D

YOU'RE CONNECTED!
CHUCK E. CHEESE

MORE Cheese Rewards
Parents, get rewarded for having FUN! Sign up for More Cheese Rewards today.

First Name

Email Address

Birth Date
Month Day Year

☐ I have read and agree to the [Rewards Terms and Conditions](#) and agree to receive emails about Chuck E. Cheese promos and offers*

[Join Now](#)

THE MORE YOU KNOW...

Fundraising

Fundraiser Program Additions

2 new programs have recently been added to enhance and/or supplement our current Fundraiser packages!

- **Cards For Cash:** Schools can pre-sell cards loaded with points and receive 25% of those sales! (can be done with or without a scheduled event)
- **F-Raiser Night Play Time:** Schools pre-sell 1-hour of AYCP to be redeemed on the night of a regularly scheduled Fundraiser Night (also receiving 25%). Helps with attendance and gives schools a larger shot of sales results!

Packets are available on the Marketing Ordering site. See the details in the MAC or from previous communications.

Marketing

Menu Extenders

As a reminder, once you have digital menus installed in your restaurant, please be sure to remove all menu extenders!

Once digital menus are put in place, there is no need for the menu extenders. The rotating screen takes the place of all POP promotions on the extenders.

If you have any questions, please reach out to marketing at marketing@cecentertainment.com



Learning & Development

Lunch Buffet & Play Reminder

As a reminder, this coming week all restaurants who still have buffet equipment will be offering the 'Lunch Buffet & Play' promotion happening in your restaurants.

Your buffet will be operating for this one week special only (10/14-10/18).

For further details regarding this promotion, please refer to the communication sent out by L&D on 10/4.

Learning & Development

New Vegetable SMTS

In an effort to improve the quality standards for our Salad Bar and Make Table, some changes have been made in the cut of our vegetables.

What has changed?

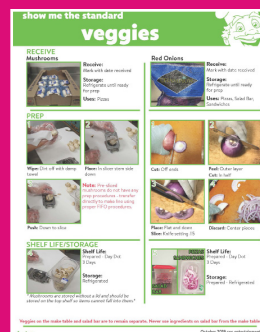
The following vegetables have changed to a 5 setting on the wonder knife for both Make Table and Salad Bar:

- Red Onion
- Green Pepper
- Cucumber



For copies of your updated SMTS, please print from the communication sent out by Learning & Development. Hard printed copies will be sent out at a later date, along with other menu changes and updates coming your way.

If you have any questions regarding these changes, please reach out to your Regional L&D Manager



CAREER GROWTH OPPORTUNITIES

General Manager

Dothan, AL	703
Anchorage, AK	589
Calgary, AB	874
Jonesboro, AR	668
Orange, CA	785
Waterbury, CT	463
Pembroke, FL	433
Columbus, GA	869
Lexington, KY	963
Springfield, MA	476
Reno, NV	316
Durham, NC	380
Oklahoma City S, OK	888
Janesville, WI	728

Tech Manager

Bakersfield, CA	041	Chicago, IL	063
Cerritos, CA	362	Frederick, MD	770
San Jose, CA	404	Danvers, MA	478
Murrieta, CA	414	Howard Beach, NY	649
San Bruno, CA	444	Greece, NY	839
Cupertino, CA	786	Mayfield Heights, OH	547
Hartford, CT	470	Lima, OH	754
Alpharetta, GA	600	Mississauga, ON	844
Douglasville, GA	613	Arlington, TX	416
		Spokane Valley, WA	344



**peter
piper
pizza**

Peter Piper Pizza

Miami Gardens, FL #1268
Mcclintock, AZ #1268
Chandler, AZ #1216
Gilbert, AZ #1283

General Manager
General Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

